

98EC003/73744

K. Ward
1/3/00
#41 Response

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doyle et al.

Art Unit: 2742

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-BASED ROUTING

Examiner: Deane, W.

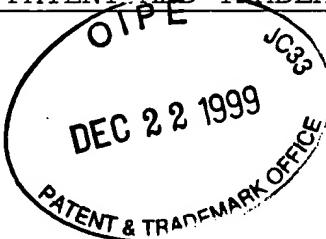
Attorney
Docket No.: 98EC003/73744

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

12-22-99 V. Slughen

Date

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AMENDMENT A

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of November 26, 1999,
please amend the above-identified application as follows:

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R E M A R K S

1. Claims 1-38 are pending in this application. The drawings have been objected to as not showing every feature of the invention specified in the claims. Claims 27-37 have been rejected under 35 U.S.C. §112, second paragraph, as being indefinite. Claims 1-26 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,903,641 to Tonisson. After a careful review of the claims, it is believed that the rejections are in error and, consequently, the rejections are traversed.